Evaluation of Telephone System

65. SHRI E. BALANANDAN: Will the Minister of COMMUNICATIONS be pleased to state:

(a) Whether Government have evaluated directly or through any agency the performance of telephone system in cities like Ahmedabad, Bangalore, Bombay, Calcutta, Hyderabad, Delhi and Madras; and

(b) if so, what are the details thereof?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P.V. RANGAYYA NAIDU): (a) Yes, Sir,

(b) Details are laid on the Table of the House as per Statement.

Statement

INDEPENDENT APPRAISAL OF LARGE TELEPHONE SYSTEMS

As a sequel to a demand in the national conference on Mission Better Communication held in Feb. 1987, the Administrative staff College of India was entrusted with the design of an Appraisal system for measuring the quality of Telephone Service as perceived by the User.

The system designed by them is mainly based on the service indicators and performance factors identified by the International telecom. Union (ITU) with slight local variations to suit Indian conditions.

Initially, for the first 3 years (88 to 91) these appraisals were carried out by the Administrative Staff College themselves. Subsequently, this has been entrusted to the Indian Market Research Bureau. The scope of the appraisal now covers cities all state capitals and telephone systems of more them 10,000 lines.

The Appraisal System broadly measures the Service Performance factors for which 60% score is allotted. The service performance is assessed by actual measurement of live traffic and call completion in the telephone exchange, fault clearance, usability of public telephones through sample checks etc. 30% is allotted to user opinion survey which is done by contacting a random sample of users.

Remaining 10% is given to common factors like tariff, and growth of demand, modernisation etc. which although important from the point of the user are not directly controlable by the field managers.

The overall score give a fairly good indication of the quality of service provided to the subscribers as also what they think about the quality of service.

Every year, two appraisals are carried out, the best telephone systems among 1) more than 100,000 lines2) between 30,000 to 100,000 lines and 3) less than 30,000 lines are awarded a trophy.

As a sample, the scores achieved in the latest appraisal by the 7 cities are given below:

Name of Station	No. of Lines	Score	Last Appraisal done in
Bombay	8,87,300	47.3	June, 1992
Delhi	7,14,500	50.4	July, 1992
Calcutta	3,05,100	41.7	Sept. 1992
Madras	2,02,300	52.4	May, 1992
Ahmedabad	1,65,800	75.6	May, 1992
Bangalore	1,54,600	71.6	August, 1992
Hyderabad	1,37,600	75.4	June, 1992

Per Telephone Revenue in Big Cities

66. SHRI E. BALANANDAN: Will the Minister of COMMUNICATIONS be pleased to state:

(a) what is the revenue earned per telephone in cities of Ahmedabad, Bangalore, Bombay, Calcutta, Delhi and Hyderabad; and

(b) what is the percentage of Electronic Switching Systems in the above cities?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P.V. RANGAYYA NAIDU):

(a) Average revenue earned per month per telephone in respect of following cities is as under: (As on Aug. '92)

Ahmedabad	Rs.	751.80
Bangalore	Rs.	1188.30
Bombay	Rs.	1086.36
Calcutta	Rs.	797.54
Delhi	Rs.	978.85
Hyderabad	Rs.	1093.25

(b) Percentage of Electronic Switching System as on 30.6.92 were as below:

Name of the Station	Percentage
Ahmedabad	35.06
Bangalore	40.71
Bombay	58.05
Calcutta	66.46
Delhi	72.98
Hyderabad	53.06

Contract given to Multinational Company for Telecom Services

67. SHRI E. BALANANDAN: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Department of Telecommunications has given any contract to any Multinational Telecom Company or Indian Company for providing value-added-services in India; and

(b) if so, what are the details thereof?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P.V. RANGAYYA NAIDU):

(a) Not yet, Sir. However provisionally eight Indian Companies have been selected for operating Cellular Mobile services in four Metro Cities.

(b) Does not arise.

Delay in Postal Services

68. SHRI RAMJI LAL: Will the Minister of COMMUNICATIONS be pleased to state:

(a) Whether it is a fact that postal letters/parcels reach the addresses late after a week or more;

(b) if so, what are the reasons therefor;

(c) whether the Department of Posts have issued any directions to clearly affix Post Office stamp on the letter showing the dates and both the places;

(d) if so, what are the details thereof; and

(e) if not, by when such directions are likely to be issued by Government?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P.V. RANGAYYA NAIDU):

(a) No Sir, Occasional instances of delay in delivery have, however, been reported.

(b) It is due to operational failures delays in transit caused by the transport services like Airlines/Railways etc. and ambiguities in address, non-use of pincodes, etc.

(c) and (d) The letters are stamped by both the offices, *viz:* office of posting and office of delivery. There are standing instructions to clearly affix post office stamp. These have been reiterated in 1987 and 1991. All concerned have been instructed for the proper up-keep of the date and delivery stamps and for carrying out daily scrutiny and weekly check of impressions of stamps. New stamps, where needed, are also supplied to the post offices.

(e) Does not arise.

Non-Attendance of Telephone Complaints by MTNL

69. SHRI RAMJI LAL: Will the Minister of COMMUNICATION be pleased to state:

(a) whether it is a fact that the telephones of the subscribers remain out